



# Dr Grape

Taste of Portugal

# Dr. Grape Ltd Return & Refund Policy

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## Return & Refund Policy

Our Return and Refund Policy was last updated 23<sup>rd</sup> of May 2022

Thank you for shopping at [www.drgrape.co.uk](http://www.drgrape.co.uk) .

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Return and Refund Policy:

- **“Company”** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Dr. Grape Ltd.
- **“Goods”** refers to the items offered for sale on the Service.
- **“Orders”** means a request by You to purchase Goods from Us.
- **“Service”** refers to the Website.
- **“Website”** refers to Dr Grape's website, accessible from [www.drgrape.co.uk](http://www.drgrape.co.uk) .
- **“You”** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.



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## Your Order Cancellation Rights

As a UK based consumer, you have a legal right to cancel a Contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 during the period set out below. This means that during the relevant period if you change your mind or decide for any other reason that you do not want to receive or keep the Product(s), you can notify us of your decision to cancel the Contract and receive a refund. Advice about your legal right to cancel the Contract is available from your local Citizens' Advice Bureau or Trading Standards office.

You are entitled to cancel Your Order within 14 days without giving any reason for doing so. The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By going to the home page of [www.drgrape.co.uk](http://www.drgrape.co.uk) and filling the "Contact Us" form.
- By visiting this page on our website through the "Members Chat" snippet on the bottom right side of our website and clicking on "Dr Grape Ltd".
- By sending us an email; [info@drgrape.co.uk](mailto:info@drgrape.co.uk)
- By calling us on 01952 727 511

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

## Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 14 days
- The Goods are in the original packaging
- The following Goods cannot be returned:
  - The supply of Goods that were unsealed/uncorked after delivery except for the specific case where the goods are proven to be defective, in which case they must be sealed back and returned to us for analysis.
  - The supply of Goods made to Your specifications or clearly personalized.
  - The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
  - The supply of Goods which are not suitable for return due to health protection or hygiene reasons.
  - The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.



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## Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods at the following address:

Oakdale, Farley  
Much Wenlock  
Shropshire  
TF13 6NX  
England

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

## Gift Cards

If You received a Gift Card as a gift and then shipped directly to you, and for any reason want a refund of the Gift Card value, We will send the refund to the gift giver.

## Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By going to the home page of [www.drgrape.co.uk](http://www.drgrape.co.uk) and filling the “Contact Us” form.
- By visiting this page on our website through the “Members Chat” snippet on the bottom right side of our website and clicking on “Dr Grape Ltd”.
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